

Michigan Office of Services to the Aging

# **ASSISTED LIVING CHECKLIST**

Below is a checklist of items to be considered in selecting an assisted living arrangement for yourself or a loved one.

## **Consumer Rights and Protections**

Request copies of the following:

- ☐ Consumer rights policy
- ☐ Internal complaint or grievance procedure
- ☐ Policies and procedures for responding to complaints of abuse, neglect, and exploitation
- ☐ Does provider carry a surety bond to cover any resident deposits and/or provider held trust accounts?

## **Services and Fees**

- ☐ Prices for each individual service (get in writing)
- ☐ Manner in which rates are increased (request 5-year history of rate increases)
- ☐ Conditions under which services will be terminated other than for non-payment of rent.
- ☐ Performs initial evaluation or comprehensive assessment, ongoing care planning, service coordination, or ongoing evaluation (written plan of care for each resident).
- ☐ Additional services available if resident's needs change
- ☐ Provisions for meeting scheduled and unscheduled needs such as transportation, special meal arrangements, medication management, etc.
- ☐ Availability of 24-hour assistance with activities of daily living as necessary.

## **Environment and Building Safety**

- ☐ Building, fixtures, and furnishings in good condition
- ☐ Emergency fire sprinkling system
- ☐ Backup generators in case of power failure (provide power to individual living units, interior stairwells, etc.)
- ☐ Evacuation procedures and emergency drills (how frequently held)
- ☐ Security system

### **Staffing and Training**

- ☐ Training requirements for direct care staff
- ☐ Supervision of direct care staff - ratio of supervisors to staff
- ☐ Activities staff - volunteers, paid, credentials
- ☐ Regular visits by doctor, nurse, podiatrist, or other licensed health care professional.
- ☐ Registered dietician (request sample menu).
- ☐ Criminal background checks on volunteer and paid staff
- ☐ Staff on duty 24 hours a day (not just on call, but actually on duty at facility)

### **Quality of Life**

- ☐ Enrichment activities available for residents at various levels of functioning (request calendar of events).
- ☐ Interview current residents for their impressions of facility, staff, activities, meals, attention to complaints, etc.